AMENDMENTS TO THE CLAIMS:

The listing of claims will replace all prior versions, and listings of claims in the application:

LISTING OF CLAIMS:

Claim 1 (previously presented) A method for ordering parts for a machine being serviced within an e-commerce environment, the method comprising:

transmitting diagnostic data from a local computing device at the machine to a host computing device via a network;

identifying a part to be replaced within the machine as a function of the diagnostic data, wherein

when the part is included as a non-replaceable component in a replaceable sub-assembly within the machine, the identifying step further includes,

identifying the part as the sub-assembly, and

when the part is a replaceable component within the machine, the identifying step further includes,

identifying the part as the component;

determining a part identifier as a function of the part and retrofit information stored on the host computing device; and

transmitting the part identifier from the host computing device to an order processing device.

Claim 2 (cancelled).

Claim 3 (currently amended) The method for ordering parts as set forth in claim 1, further including:

determining other parts within the machine to be replaced as a function of the part identifier, since replacing one part in the machine may precipitate changing another part, and any additional parts to be replaced are identified within the retrofit information as a function of the part to be replaced.

Claim 4 (original) The method for ordering parts as set forth in claim 1, further including:

transmitting an identifier of the machine from the local computing device to a

host computing device via the network, the part identifier and the retrofit information being identified as a function of the machine identifier.

Claim 5 (original) The method for ordering parts as set forth in claim 1, wherein the local computing device is a discrete unit from the machine, the method further including:

connecting the local computing device to the machine via a communication link.

Claim 6 (original) The method for ordering parts as set forth in claim 1, further including:

storing the diagnostic data within the local computing device.

Claim 7 (original) The method for ordering parts as set forth in claim 1, further including:

transmitting a confirmation to the local computing device that the part identifier has been transmitted to the order processing device.

Claim 8 (original) The method for ordering parts as set forth in claim 1, wherein the identifying step includes:

viewing a graphical representation of the machine via a display device; and

zooming-in the graphical representation, via a pointing device.

Claim 9 (currently amended) A method for communicating an order for a replacement part from a product being serviced to a remote location via a network, the method comprising:

transmitting diagnostic data for the product from a local processing unit to a central processing unit via the network;

processing the diagnostic data at the central processing unit for determining if one of a plurality of parts included in the machine is to be replaced;

identifying an original part number for the part to be replaced;

determining the replacement part <u>as either a replaceable component part or as a non-replaceable component within a replaceable sub-assembly</u>, as a function of the original part number and retrofit information, which substitutes for the part to

be replaced; and

ordering the replacement part.

Claim 10 (original)   The method for communicating an order for a replacement part as set forth in claim 9, further including:

transmitting a confirmation, which indicates that the replacement part has been ordered, from the central processing unit to the local processing unit.

Claim 11 (original)   The method for communicating an order for a replacement part as set forth in claim 9, further including:

producing the diagnostic data within the local processing unit.

Claim 12 (original)   The method for communicating an order for a replacement part as set forth in claim 9, further including:

maintaining the retrofit information on the central processing unit.

Claim 13 (previously presented)   The method for communicating an order for a replacement part as set forth in claim 9, wherein the identifying step includes:

selecting the part from an illustration of the product displayed on a monitor, and zooming-in on the illustration to further identify the part.

Claim 14 (original)   The method for communicating an order for a replacement part as set forth in claim 13, wherein the selecting step includes:

selecting successively detailed illustrations of the product; and

selecting the part from one of the illustrations having a predetermined level of detail.

Claim 15 (currently amended)   A system for ordering parts for a machine, comprising:

~~means for transmitting~~ a diagnostic data transmission arrangement configured to transmit diagnostic data from a local computing device at the machine to a remote host computing device via a network;

~~means for identifying~~ an identification arrangement configured to identify a

part to be replaced within the machine as a function of the diagnostic data which is processed by the host computing device;

a storage device communicating with the host computing device for storing retrofit information; and

a processor within the host computing device for ensuring the part is current in accordance with the retrofit information, the processor identifying the part as an updated part if the part is not current and transmitting an order for the part from the host computing device to an order processing center.

Claim 16 (original) The system for ordering parts as set forth in claim 15, wherein:

if the part is included as a non-replaceable component in a replaceable sub-assembly within the machine, the part being identified as the sub-assembly; and

if the part is a replaceable component within the machine, the part being identified as a the component.

Claim 17 (original) The system for ordering parts as set forth in claim 15, wherein:

determining additional parts in the machine to be replaced as a function of the part identified to be replaced.

Claim 18 (original) The system for ordering parts as set forth in claim 15, wherein:

an identifier of the machine is transmitted from the local computing device to a host computing device via the network, the part and the retrofit information being identified as a function of the machine identifier.

Claim 19 (original) The system for ordering parts as set fort in claim 15, further including:

a communication link connecting the local computing device to the machine; and

a storage device within the local computing device for storing the diagnostic data.

Claim 20 (original) The system for ordering parts as set forth in claim 15, wherein the means for identifying includes:

a display device for illustrating a graphical representation of the machine; and

a pointing device for a) zooming the graphical representation until the part is magnified to a predetermined threshold and b) selecting the part.

Claim 21 (new) The method for ordering parts as set forth in claim 8, wherein data for the graphical representation of the machine includes the part identifier.